

Language Services Manager
(Actual Classification: Group
Program Manager)

County Communications Office

Anticipated Hiring Range:
\$100,000 to \$110,000 Annually

Excellent Benefits Package

www.sandiegocounty.gov





THE POSITION

The County of San Diego has an exciting opportunity for a **Language Services Manager** position in the County Communications Office. The Language Services Manager will lead the County's strategy to provide coordination and guidance for all County departments and programs to develop culturally sensitive, accurately translated and literacy level appropriate communications for multilingual, diverse San Diego communities.

The Language Services Manager will require bilingual language skills. Key responsibilities include:

- Manages activities related to the County's Language Services and Inclusive Communications Strategy, including guidance and resources.
- Develops, recommends, and implements County policy and procedures
- Directs the development and implementation of short and long-range Countywide and departmental plans and objectives related to the functions of a large/major program or project including data analysis
- Establishes appropriate performance indicators of both output and outcome (cost effectiveness, schedule adherence, and quality)
- Reviews and evaluates work, risks, and progress, and implements needed changes
- Reviews and negotiates contracts as needed for outside services or equipment
- Prepares executive and technical reports and correspondence
- Acts as a liaison with other public and private agencies and provides information as needed to County and non-county departments, agencies, and the public
- Performs special studies and projects as assigned
- Represents the County at internal/external committee meetings
- May supervise subordinate managers, supervisors, and staff



THE IDEAL CANDIDATE

The ideal candidate for this position will possess a professional work history that demonstrates the following leadership competencies, attributes, and experience:

- Possesses working knowledge of translation and interpretation resources and related methods of outreach including in person and virtual meetings/forums, digital content (web and social media), print materials, broadcast channels and advertising
- Builds and maintains trusted relationships with other organizations, partners and the community at large, especially those who have been traditionally underserved
- Possesses cultural competence to understand and respect values and beliefs across cultures, and how those differences inform planning and implementation of services
- Knowledge of the County's mission, vision, values and General Management System
- Possesses sufficient knowledge of equity, belonging and racial justice to inform and align programs, proposals, and policies to the County's Operational and Strategic Plan through this lens
- Has the ability to implement, organize, and manage engagement/input strategies, such as community presentations and events, focus groups, surveying, and listening sessions to support community engagement
- Experience in effectively managing projects
- Identifies and resolves operational problems
- Possesses excellent oral and written communication skills – bilingual
- Has extensive experience with language access programs/resources in San Diego and neighboring regions -- preferred but not required
- Possession of certification as an interpreter is highly desirable

COUNTY COMMUNICATIONS OFFICE

The County Communications Office (CCO) informs and builds meaningful connections with the community and County employees through accessible and engaging communications. The department shares information about County operations, programs and services through media relations, web, video and graphic design using a variety of platforms, including [CountyNewsCenter.com](https://www.sandiegocountynewscenter.com), [CNC TV](https://www.cnc-tv.com), and social media. The department also works with the community to expand opportunities for civic engagement through education and outreach.

QUALIFYING APPLICANTS WILL POSSESS:

A bachelor's degree from an accredited U.S. college or university, or a certified foreign studies equivalency AND three (3) years of experience which demonstrate the ability to perform the essential functions of the classification, OR a combination of education and/or experience as stated above.

Note: A master's degree or higher may substitute for a total of one (1) year. In order for education to substitute for work experience as stated above, college level coursework must demonstrate progress toward a degree and may be substituted on a year-for-year basis.

HOW TO APPLY:

Applications and résumés may be submitted online at www.sandiegocounty.gov/hr; select the Current Job Postings, Job Number 22031804UCCOLS. Résumés will be screened in relation to the criteria outlined in this brochure. Candidates deemed to possess the most relevant qualifications will be referred to the hiring department for further evaluation. Candidates who are selected to move forward in the selection process will be contacted directly by the hiring department.

This recruitment closes on June 7, 2022. Interested candidates are encouraged to apply as soon as possible for consideration.

SALARY & BENEFITS

The anticipated hiring range is \$100,000 to \$110,000 annually. Salary reviews are performance-based and goal-oriented.

Benefits include:

- 15 days of paid vacation, 13 days of paid sick leave, and 14 paid holidays
- Medical, dental, and vision plans
- Flexible Credits starting at \$452.50 each pay period, based on the selected level of medical coverage
- Disability Insurance, Life Insurance, and Accidental Death Dismemberment Insurance
- Defined benefit retirement program
- Reciprocity with other governmental retirement systems may be granted, please visit www.sdcera.org for more information
- Deferred Compensation Program 457 and 401(a) plans
- May be eligible for relocation allowance
- View the detailed Benefit Plan for [Unclassified Management \(UCL\)](#)



SPECIAL NOTES

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority. The provisions of this job announcement may be modified or revoked and do not constitute an expressed or implied contract. Qualified women, minorities, and persons with disabilities are encouraged to apply. Reasonable accommodation may be made to enable a qualified individual with disabilities to perform the essential functions of a job, on a case-by-case basis.

The County of San Diego is committed to valuing diversity and practicing inclusion because our diverse workforce is our greatest asset, and our customers are our number one priority.



The County of San Diego and its employees embrace the vision of a just, sustainable, and resilient future for all. Our values include: integrity, equity, access, belonging, excellence, and sustainability. Each of which are infused throughout our operations. While also embracing a mission of strengthening our communities with innovative, inclusive, and data driven services through a skilled and supported workforce. Click here for more information on our [Strategic Plan \(sandiegocounty.gov\)](https://sandiegocounty.gov) as well as our commitment to serve everyone, to build a [Framework for the Future](#) that will create a County that works for all.



CONTACT INFORMATION

You may direct any questions regarding the application and selection process to Bryan Faircloth, Executive Recruiter, Department of Human Resources, at Bryan.Faircloth@sdcounty.ca.gov.

Questions regarding the position or department should be directed to Shontay Turner, Finance and General Group Human Resources Director, at Shontay.Turner@sdcounty.ca.gov.

